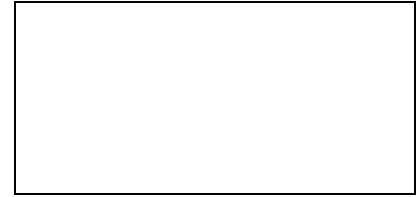


Memorandum



Date: October 15, 2013
For: Contract File - Contract No. 8858-0/21
From: Kimberly Craig
ISD Procurement Management
Subject: 8858-0/21, Microsoft Desktop Application Training Pre-Qualification Pool



Whereas, as per Section 2.1, the purpose of this solicitation is to pre-qualify vendors for future pricing competition for the provision of Microsoft Desktop Application Training;

Whereas, as per Section 2.4, vendors who meet the minimum qualification requirements may be pre-qualified under the following groups:

- Group A - On-Site Training
- Group B - Off-Site Training / Distance Learning

Whereas, as per Section 3.2, training service requirements are as follows:

Group A: On-Site Training

On-Site Training – Successful Bidder(s) awarded a work order through a spot market quotation, at a minimum, shall be responsible for providing the following:

- Professional training materials for a minimum of six (6) and a maximum of twenty four (24) students per training session.
- Reschedule and cancelation of classes with forty eight (48) hours advance notice.
- Student evaluations conducted and provided to Miami-Dade Human Resources Department.

Group B: Off-Site Training / Distance Learning

Off-Site Training - Successful Bidder(s) awarded a work order through a spot market quotation, at a minimum, shall be responsible for providing the following:

- Professional training materials.
- Onsite technical service and support staff.
- Clean, well lit, spacious, ADA compliant facilities.
- Flexible seating arrangements to accommodate up to sixteen (16) students.
- Ergonomic workstations and chairs with fully functional monitors, computers and mice.
- Reschedule and cancellation of classes within forty eight (48) hours advance notice.
- Retakes shall be allowed for up to one (1) year after the initial training, and shall be provided at no charge.
- Student evaluations conducted and provided to Miami-Dade County Human Resources.

Distance Learning - Successful Bidder(s) awarded a work order through a spot market quotation, at a minimum, shall be responsible for providing the following:

- Development of training curriculum and related components and/or software, training materials, and student evaluations.

- Basic services for contract users provided at no charge including but not limited to the following: orientation/implementation training, installation/set-up, and demos/trials.
- Custom logins if applicable.
- Guarantee that the content availability “up time” to is not less than 99.0%. Contractor to notify Authorized Users within 24 hrs. of any interruption of service.
- Access to courses 24 hours a day, 7 days a week.
- County employees able to learn at any time during the licensing period.
- New employees able to train as required.
- The remainder of a license can be re-assigned, if applicable, at no charge in the event that an employee leaves the organization.
- Site management and reporting tools, inclusive of the tracking of the successful completion of each course, if applicable.
- In-Person “Train the Trainer Session” to be held annually or as needed.
- 24 x 7 Help Desk/Technical Assistance and Customer/Product Support provided at no charge (includes local or toll-free telephone number and dedicated e-mail address).
- Student evaluations conducted and provided to Miami-Dade County Human Resources.

Whereas, as per Section 2.4.1.ii, vendors shall provide an executive summary including a brief overview of their firm's history, current capabilities, and a listing of desktop application courses currently provided;

NOW, THEREFORE, AN EXECUTIVE SUMMARY PROVIDED UNDER SECTION 2.4.1ii MUST DETAIL CURRENT CAPABILITIES SPECIFIC TO THE GROUP OR GROUPS TO WHICH THE VENDOR IS APPLYING.